

# IBMhq Test Case Execution Report

**Test Case Name:Send Response - 1**

**Requirement Name: CX**

**Execution Start Time:2020-08-10 13-31-10**

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
13	12	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The 'Incidents' option is highlighted. The main content area shows a form for creating a new incident. At the top, there's a header with the Oracle logo and 'Service Cloud' text. Below the header, there's a search bar and a 'Reference #' field. The form includes fields for 'Status' (set to 'Open'), 'Assigned' (set to 'Agent Access > Sys Agent'), 'Disposition' (set to '[No Value]'), 'Contact' (set to '[No Value]'), 'Organization Name' (set to '[No Value]'), 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]'). There are also buttons for 'New' and 'Print'.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing a list of menu items: Home, Analytics, Incidents (highlighted with a triangle icon), My Inbox, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main content area is titled 'Incidents' and features a header with 'Reference #' and search, home, star, plus, and user icons. Below the header, there are buttons for 'Refresh', 'New', and 'Print'. A table of incident details is visible, with columns for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. A specific incident is highlighted with the text '2547 product is not functioning properly need help?'. Below the table, there is a form for creating a new incident, with fields for 'Contact' (dropdown menu), 'Organization Name' (text input), 'Product' (dropdown menu), and 'Category' (dropdown menu). The 'Contact' field is currently set to '[No Value]'. The 'Organization Name' field is empty. The 'Product' field is set to '[No Value]'. The 'Category' field is set to '[No Value]'. The form is partially obscured by the navigation sidebar.

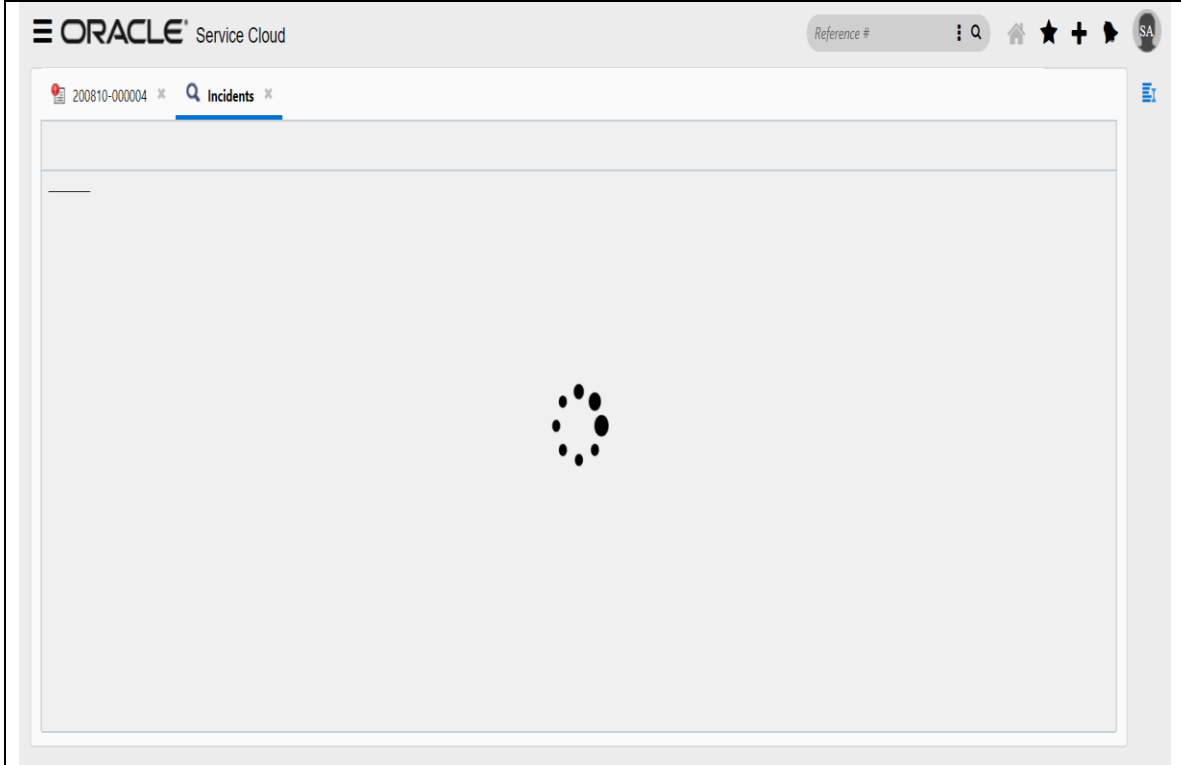
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with a magnifying glass icon and a 'Reference #' label is present. Below the header, there are tabs for '200810-000004', 'Incidents', and '200730-000070'. The '200730-000070' tab is active. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. Below the toolbar, a navigation bar includes links for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is selected. The main content area shows the following details:

- Subject: \* how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: \* Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: \* Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: [No Value]

Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows '200810-000004' > 'Incidents' > '200730-000070'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: [No Value]

